

Inputs

Investment

Set up costs: None

Operational costs: **£202,604** per year (broken down below)

Staffing

- › 3 x Band 7 Heart Failure Specialist Nurse
- › 1 x 0.8 Administrative Support
- › 1 x 0.5 Physiotherapist

Other resources

- › Clinical supplies
- › Training budget
- › Physical resources e.g. office furniture
- › Service equipment
- › Stationery
- › Travel costs

The service

Service use

› Patients with heart failure due to Left Ventricular Systolic Dysfunction (LVSD), either post admission or remain symptomatic/complex at out-patient clinic assessment

- › Total 515 patients in service 2011-12
- › Patient discharge if stable >6 months and on optimal medication

Services

Home visiting model:

- › Individual management plan
- › Expert symptom and clinical assessment
- › Optimise medication management
- › Investigations
- › Multi-disciplinary team working across all sectors of care
- › Patient and carer education
- › Self-monitoring
- › Rapid response service
- › Palliative care

Summary of benefits

For service users

- › 86% of users report stable or improved symptom control based on internationally recognised New York Heart Association classification tool
- › Reduction in hospital readmissions from 26.7% to 8.3% of LVSD patients
- › Length of stay reduced by average 4.8 days for those who are admitted
- › High levels of patient satisfaction with HFNLS measured using University of Glasgow CARE measure tool

For healthcare system

- › Hospital admissions costs avoided **£303,518**
- › CHP primary care costs avoided **£151,410**
- › Annual running cost for HFNLS - £202,604
- › **Overall costs avoided £252,324**
- › **Average return on investment £489 per patient/per year**

If referral rates improved:

- › **Potential overall costs avoided £345-959 - £401,257**
- › **Potential return on investment £671-779 per patient/per year**